Focus on NIPR’s 2018 Accomplishments

In 2018, NIPR continued our pattern of significant growth in service to the insurance industry and state regulators. We launched our three-year strategic plan - NIPR 2020: Focused on the Future.

Guided by the comprehensive “pillars of excellence” which we identified in the planning process, NIPR has worked persistently to deliver enhanced value to our stakeholders. We are pleased to share a summary of NIPR’s accomplishments in 2018.

The Pillars - Innovation, Customer Experience, Technology and Teamwork

Exceptional Customer Experience

- Launched the NIPR Mobile Application
- Implemented Amazon Web Services Connect customer call center platform
- Jointly implemented South Carolina’s use of NIPR services and NAIC’s State Based Systems
- Continued to support hurricane recovery efforts for Puerto Rico and Virgin Islands

Technological Excellence and Stability

- Non-Resident Licensing (NRL) migrated to enhanced MyNIPR technology

The Numbers - Growth in Service and Efficiency

- 8.4% increase in transaction revenue - $39.9 million
- 10% increase in the number of transactions - more than 31 million transactions
- 13% increase in fees to state departments of insurance - $771 million overall
- 5% increase in Producer Database records - more than 6.9 million
- 12% increase in customer calls/emails/voicemails - 208,000 overall
Fortified security throughout all systems

Worked with states to implement changes that enhance state uniformity

Talented and Engaged Team

- Completed Succession Planning and Leadership Development Training
- Conducted or supported 48 training events for staff members
- Established Guilds and Communities of Practice (COP) to connect staff members and support best practices
- Participated in AWS Watch Party and Hack-a-Thon

Innovation

Anticipating and responding to customer needs in creative and effective ways is an overarching priority for NIPR. Innovation is reflected in the creation and adoption of significant new tools to serve customers, the quality and accessibility of technology, and the support of team member input and growth.

Migrating to the Cloud is the priority for NIPR in 2019, as we continue to strengthen business operations and work to achieve the stability and transformation envisioned to best serve all of our stakeholders.

BUILDING ON OUR SUCCESS. NIPR: 2020: FOCUSED ON THE FUTURE

NIPR STRATEGIC PLAN PATHWAY

2018
TRAINING & PREPARATIONS
Building Capacity with Teams, Tools and Culture

2019
MIGRATING TO THE CLOUD
NIPR-wide "All Hands" Priority

2020
TRANSFORMATION
The New NIPR Customer Experience, Business Process & Future Plan